

NIH Help Desk Monthly Summary Report

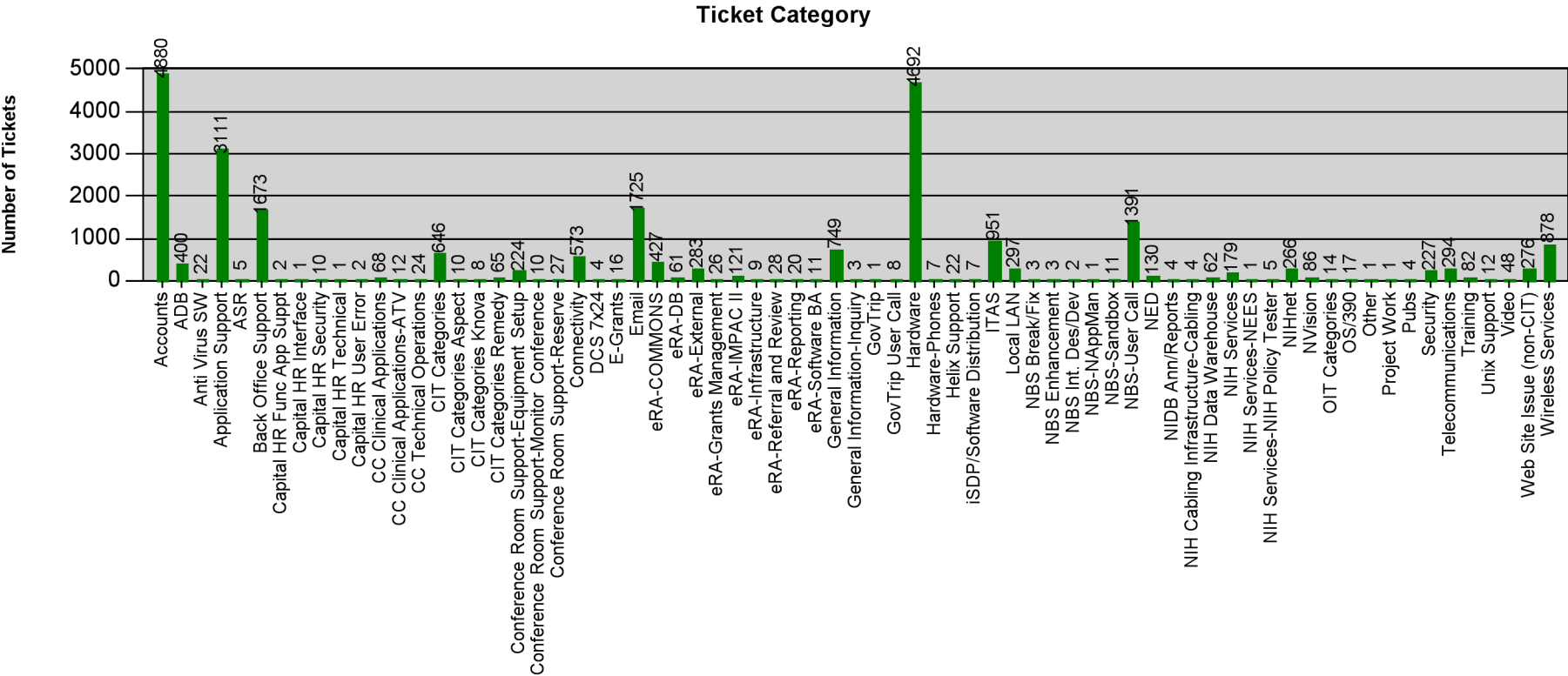


For the period: Friday, August 01, 2008 12:00:00 AM to Sunday, August 31, 2008 11:59:59 PM

Snapshot Date: 9/1/2008 7:00:06 AM

Tickets by Category, Sources, Tickets Closed and Unresolved

Total Tickets: 25244



NIH Help Desk Monthly Summary Report

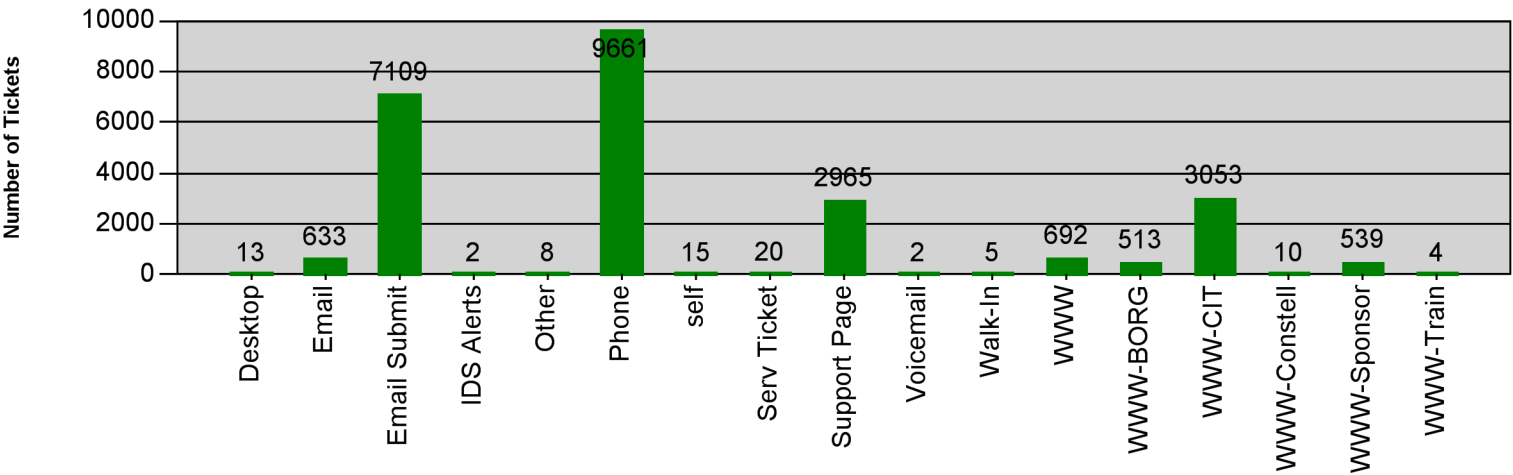


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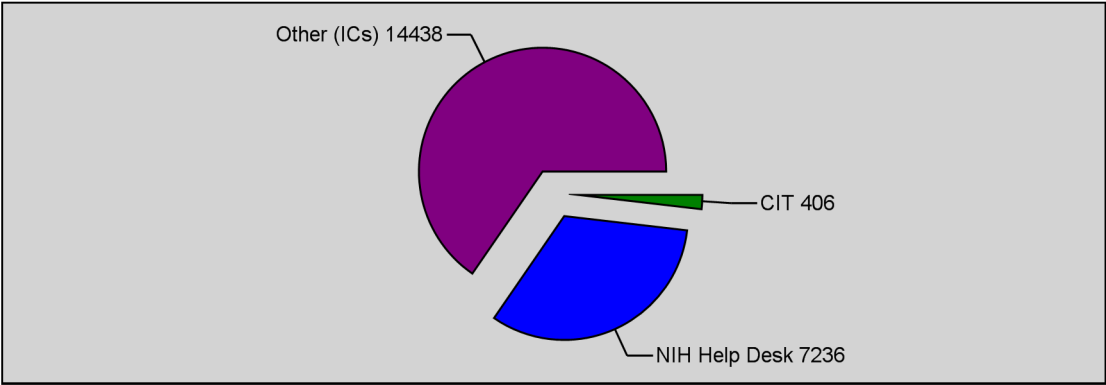
Snapshot Date: 9/1/2008 7:00:06 AM

Tickets by Category, Sources, Tickets Closed and Unresolved

Total Tickets: 22080

* NOTE: - includes closed no response

Tickets Closed



CIT	406	1.61 %
NIH Help Desk	7236	28.66 %
Other (ICs)	14438	57.19 %
Total:	25244	100.00 %

Tickets assigned to and closed by the NIH Help Desk, other CIT divisions, and Other (ICs)
These tickets were Opened and Closed within the selected period.

Total Tickets Still Open: 2345

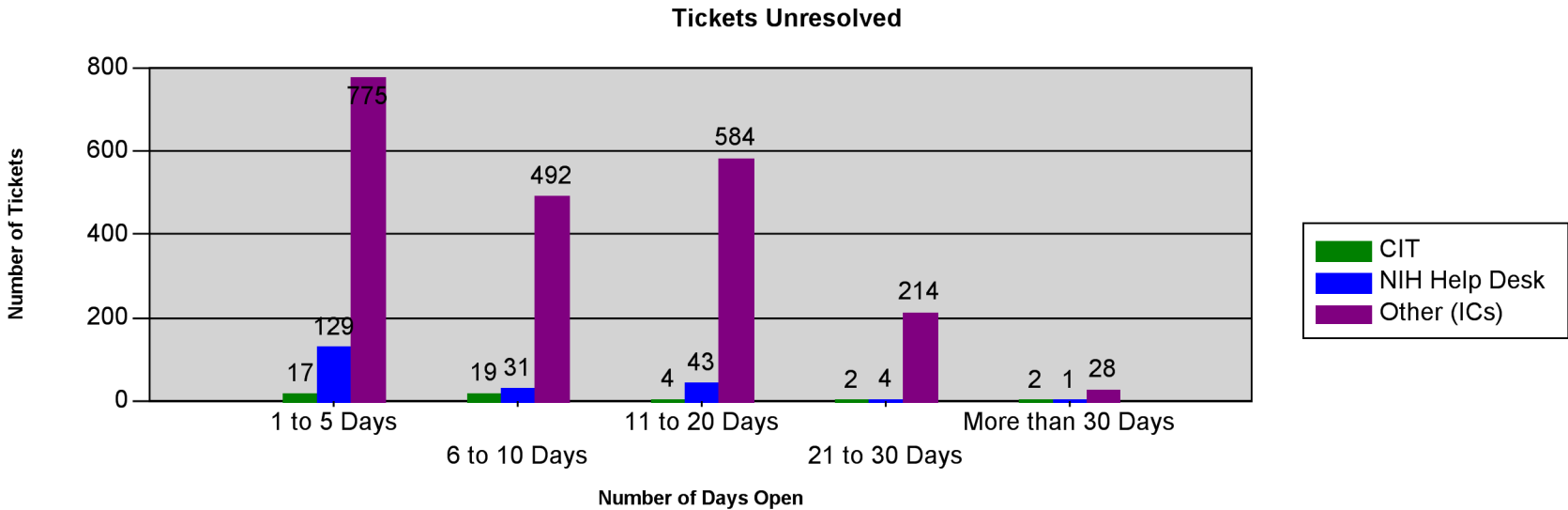
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Tickets by Category, Sources, Tickets Closed and Unresolved



Tickets assigned to the NIH Help Desk, other CIT divisions, and Other (ICs). These tickets were Opened within the selected period and are still Open as of the Snapshot Date.